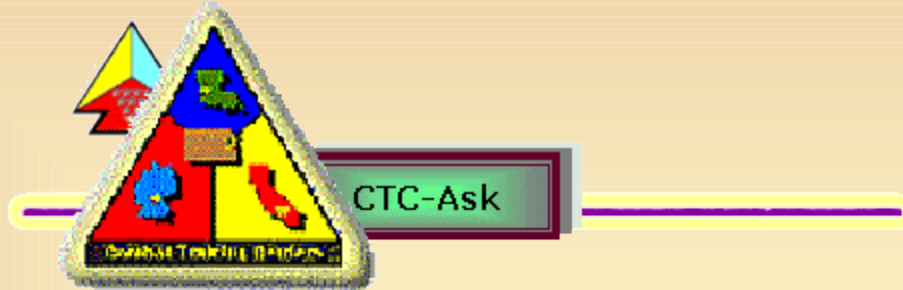


# CTC- Ask : On-line Knowledge Management Environment



## Presentation for CTC Quarterly Review

**CTC- QR // 12 July 2000**



*Keeping the Future safe from the Present ...*



# Agenda

Presentation of CTC-Ask Concept

Online Demonstration &  
Discussion  
of CTC-Ask WebSite

Summary / Wrap Up





# Background

- Council of Colonels approved in April 99
- Project goals: Assist units in deployment preparation, and provide relevant CTC tactical lessons learned
- Contract awarded February 00
- Site Developer: Mr. Dan French





CTC-Ask

# Project Overview



Slide 4



# General Concept

The Director, CALL and TPO UAN implement an online knowledge environment - **CTC-Ask** - that contains critical, CTC-related

- administrative information
  - predeployment / deployment & “RSOI” - type operations
  - post-tactical operations / unit regeneration and return to home sta
- operational information
  - focused ‘lessons learned’
  - tailorable / self-interest ‘survival’ information

The system must be globally available, “7x24”, to both scheduled rotational units, the CTC Operational & Support staffs, and the Army training community in general.

***Goal: unit and individual success on the CTC ‘battlefield’***





# Implementation Plan

**CTC-Ask** - initial implementation will be conducted in two phases

**Phase I:** • Objective - establish the online environment, site  
[FY '00] architecture,  
\*\*initiated  
in Feb'00  
data structures, and initial data collection and presentation.  
• Focus - unit predeployment / deployment coordination requirements, RSOI operations and unit regeneration / return to home station. *"Admin Lessons Learned"*

**Phase II:** • Objective - implement "operational knowledge management environment"; support unit Commanders and Staff with a robust repository of "operational" data/information.  
[FY '01]  
• Focus - unit operations "in the box"; highly tailorable information, based on an individual's MOS, rank and assigned duties/duty position; focused 'lessons learned' and descriptive "survival data".





# Status - Site Development (Phase I)

- General architecture designed to have user quickly move from the Homepage to a CTC site “base” and then follow a focused ‘thread’ to access Planning, Preparation and Execution data related to specific unit requirements.
- Where appropriate, links are provided to existing **CTC developed and maintained** web-based information -- maintain currency and accuracy of data/info.
- CTC-Ask format allows browsing / working within multiple sites simultaneously while never leaving the ‘baseline’ site; maximizes capability to download information for onsite user manipulation in standard MS Office component formats (i.e. -- Word, Excel, Powerpoint).

Component	Percent completed
NTC Base / Thread:	75 / 30
JRTC Base / Thread:	75 / 40
CMTC Base / Thread:	30 / 10
BCTP Base / Thread:	- concepts / approach only

>> CTC Ops 'validation'  
>> CALL team 'validation'  
>> user 'validation'





# Status - Data Collection (Phase I)

- **Primary source: FORSCOM Regs, 'local' CTC regulations, SOPs, pamphlets, handbooks - detailed "scrub" of information to ensure accurate cross-referencing between documents; present information in a Rotational Unit 'friendly' format. Success Rate: 70-80 %**
- **Detailed 'drill down' into existing CTC web sites to find and 'associate/ link' data and information back to CTC-Ask to facilitate one-stop shopping at CTC - Ask for necessary information to support Rotation Unit planning and preparation. Success Rate: 80+%**

What's Missing --

- **RU planning data - OPLAN's / OPORDs, Deployment Orders, SOPs/SOIs, schematics/diagrams**

....

"This is what we  
**plan** to do  
and  
how we **plan** to do it.

- **RU execution and AAR data - "Admin Lessons Learned"**

"This is **what actually happened ...**  
this is **how we responded ...**  
this is **what we would do if we had to do it again ...**

"This is **what we needed / should have had ...**

- **not previously a requirement for CALL "lessons learned" process**
- **little or no unit "admin" AAR data collection actually taking place**







CTC-Ask

# Site Demo

URL: [http://call.army.mil/call/ctcask/ctc\\_ask-homepage.htm](http://call.army.mil/call/ctcask/ctc_ask-homepage.htm)

## Knowledge Repository Sites



• CORPS Ops  
• DEV Ops  
• BDE Ops



## CTC - Ask

"A CTC experience is the closest thing to combat our Soldiers, Leaders, Staffs and Units will ever experience. It is a battlefield where they can "die", come back to life, correct their mistakes, and fight again. ... we must look at harnessing the CTCs role in Doctrine Development and Data Collection so we can maximize their potential and draw the right conclusions from lessons learned in a training environment."

[CTC Program, Strategic Plan]

## CMTC - Ask

"The Combat Maneuver Training Center (CMTC) at Hohenfels, Germany, in a forward deployed environment, provides Joint and Combined Arms training focused on developing the leadership of Battalion Task Forces in environments. The CMTC Brigades in both Combined Operations (SASO) and in Army and Joint opera

CTC-Ask Homepage  
Commander's Welcome.

"Survival Tips" from Previous Trg Units

## NTC - Ask

[Home Stn Trng] [LTP] [RSOI] [Lessons Learned] [REGEN]

"The National Training Center (NTC), at Fort Irwin, CA, provides real Joint and Combined Arms training focused on developing Soldiers, Leaders and Units of America's Army for success on the 21st century battlefield. The NTC trains up to a task-organized Brigade and select division maneuver assets to conduct and rehearse operations across the spectrum of conflict. Also, the NTC provides a vital source of experience-based information and data essential to Doctrine, Equipment, Training and Force Development to improve the Total Army." [AR 350-50]

An NTC rotation includes the following 'phases' for all rotational units

- Unit [Home Station Training](#) Requirements
- Leader Training Program ([LTP](#)) / Scenario Development
- Reception, Staging and Onward Integration ([RSOI](#)) -- [Predeployment/Deployment]
- Tactical Operations (TacOps)--[[Lessons Learned](#)]
- Regeneration ([REGEN](#))-- [Redeployment Requirements & Procedures]

CTC Ask Homepage

Rotational Unit "Survival Tips"

Unit Planning Template

Key Telephone Numbers

NTC OpsGroup Units

FORS COM REG 350-50-1

Cape Irwin Battle Book

NTC Homepage

CTC Handbook Section 3D: NTC Overview

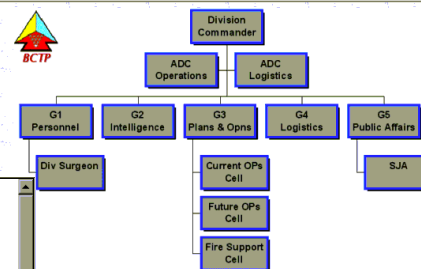
Feedback to WebMaster

Address: C:\Web Files\Sites\Demo\_Prototype\Pages\BCTP\_MAP.HTM

Build Command Training Center  
• Corps Ops  
• Division Ops  
• Brigade Ops

- The NCO's Corner.
- Go to [ASK-CALL](#).
- Go to [CALL Homepage](#).
- Review Unit

## BCTP - Ask



DIVISION CELLS LAYOUT

specific duty position to view the associated mission critical information you will

## JRTC - Ask

[ Home Stn Trng ] [ LTP ] [ CPX ] [ ISB Ops ] [ Lessons Learned ] [ REGEN ]

"The Joint Readiness Training Center (JRTC), at Fort Polk, LA, provides realistic Joint and Combined Arms training focused on developing Soldiers, Leaders, and Army Infantry Brigade Task Forces, Joint Special Operations Forces, and other Joint Contingency Forces under tough, combat-like conditions across a wide range of likely tactical operations and mission rehearsal exercises capable of fully integrating into higher level exercises and scenarios." [AR 350-50]

A JRTC rotation includes the following 'phases' or activities for all rotational units:

- Unit Home Station Training Requirements
  - BCT Units
  - OPFOR Augmentation Units (OAU)
- Leader Training Program ([LTP](#)) / Scenario Development
- JRTC [Command Post Exercise \(CPX\)](#)
- Deployment / Intermediate Staging Base (ISB) Ops
- Tactical Operations (TacOps)
  - [CALL Homepage](#) / [Link to JRTC Trends](#)
  - JRTC "Bde S-3 Keys to Success"
  - [Media on the Battlefield](#)
  - [Combined Arms Route Clearing Operations](#)
  - LFX - Planning and Execution
- Regeneration (REGEN)
  - Redeployment Requirements & Activities
  - JRTC & Ft Polk Clearance Procedures

CTC Ask Homepage

Commander's Welcome.

"Tips" from previous unit rotations.

Key JRTC Telephone Numbers

Troop Lists

Augmentation Requirements

JRTC OpsGroups Elements

FORS COM REG 350-50-2

JRTC Logistics Instruction Packet

JRTC Homepage

CTC Handbook Section 3D: JRTC Overview



# CTC Ask -- Challenges & Opportunities

## Topic: AAR Information Flow

During rotation/onsite surveys, AARs, etc:

- **formats - unit, site agencies**
- **data collection / data capture plan ?**
- **are they being done ? quality of feedback ?**
- **what happens to the information ?**

Post rotation:

- **reqt for unit submission generally @ “endex + 60” [AR11-33 @ “endex+60”]**
- **by “endex+30” - or less - many units have ‘disappeared’ .. i.e.**
  - **leadership/position rotations for key personnel**
  - **unit/installation transfers**
  - **no real ‘data collection’ plan to capture the information required in various AAR formats**
- **recommend “revisit” of applicable FORSCOM REGs and AR 33-11**
  - **format / required data and information**
  - **submission dates / suspenses**
    - ?? Change to “endex+14”
    - ?? Make this a ‘chain-of-command’ submission
    - ?? Reinstitute forwarding to FORSCOM, CTC-Ops and CALL
    - ?? “Add” admin lessons learned
- **recommendations for unit ‘capture’ plans - operational data / admin data**





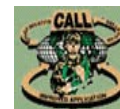
# CTC Ask -- Challenges & Opportunities

## Topic: Website Data - “ownership” / responsibility for maintaining accuracy /currency of information.

- maintaining individual CTC sites v. absorption of “all” into CTC - Ask program
- collaboration on specific information that is “linked” via CTC - Ask
  - > “path structure”, file naming conventions, updating and changing data/information
- collaboration on specific information that is “prepared by CTC” but “owned” at CTC - Ask - i.e. only appears on CTC-Ask site
  - > timely submission, notification; data/information formats, etc
- assigning ‘gatekeeper’ responsibility
- verification and validation by CTC Plans & Ops [ need for work-in-progress]
- lock this all in through an MOA between CALL and CTC’s

Some additional thoughts ...

- planning / coordination VTC (quarterly) between “webmasters”
- augment CALL on-site teams with ‘data manager’ ...





# CTC Ask -- Challenges & Opportunities

## Topic: Implementation - policy and procedures “Dual-edged sword” ...

... what's posted on the web must be “informative” as well as

“authoritative” and “directive”

to both the Rotational Unit

... AND ...

CTC site agencies and activities

... hold **ALL** players to a common understanding and execution of  
the necessary requirements, policies and procedures

... changes must be clearly and effectively implemented

**... IN A TIMELY FASHION ...**

to allow RU's to 'plan' ... not react/ knee-jerk process

## Objectives -

- cut costs [unit & CTC] where possible through better planning/execution
- eliminate frustration for both the unit and the support agencies





# CTC Ask -- Future

- advanced data - mining / search utilities
- create an “OnLine Survival Guide” / individual “battle book” on the fly as you browse the site; download ‘local copy’ for use during operations ‘in the box’
- integrated Distance Learning modules
- fully interactive environment ... users can provide input to various repositories, conduct online forums/discussions, real-time collection of AAR data, global distribution

